arrive EDGELESS MEDIA | **FacePoint® 4182**

Setup Guide

IMPORTANT SAFETY INSTRUCTIONS

CAUTION

RISK OF ELECTRIC SHOCK

DO NOT OPEN

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED PERSONNEL

Explanation of Graphical Symbols

This graphic symbol is intended to alert you to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons

This graphic symbol is intended to alert you the presence of important operating and maintenance accompanying the appliance.

1. Read Instructions- All the safety and operating instructions should be read before you operate the product.
2. Retain Instruction-The safety and operating instructions should retained for future reference.
3. Heed Warnings- All warnings on the product and in the operating instructions should be adhered to.
4. Follow Instructions- All operating and use instructions should be followed.
5. Cleaning- Unplug this product from the PC and/or power socket h before cleaning. Do not use liquid cleaners or aerosol cleaners.
6. Attachments- Do not use attachments not recommended by the product manufacturer as they can cause hazards.
7. Water and Moisture- Do not use this product near water- near a bath tub, wash bowl, kitchen sink, or laundry tub; in a wet basement; or near a swimming pool; and the like.
8. Accessories- Do not place this product on an unstable cart, stand, tripod, bracket or table. The product may fall, causing serious injury to a child or adult, and serious damage to the product. Use only with a cart, stand, tripod bracket, or table recommended by the manufacturer or sold with the product. Any mounting of the product should follow the manufacturer's instructions, and should use a mounting accessory recommended by manufacturer.
9. A product and cart combination should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the product and cart combination to overturn.
10. Power Sources- This product should be operated only from the type of power source indicated on the mark.
11. Cable Protection- All connected cables should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the product.
12. Lightning- For added protection for this product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the PC and/or from the power socket. This will prevent damage to the product due to lightning.
13. Object and liquid entry- Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.
14. Servicing- Do not attempt to service this product yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.
15. Damage Requiring Service- Unplug this product from the PC and/or power socket and refer servicing to qualified service personnel under the following conditions :
    a) When the connecting cable is damaged,
    b) If liquid has been spilled, or objects have fallen into the products,
    c) If the product has been exposed to the rain and water,
    d) If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions as an improper adjustment of the controls may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation,
    e) If the product has been dropped or damaged in any way, and
    f) When the product exhibits a distinct change in performances- this indicates a need of service.
16. Replacement Parts- When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock, or other hazards.
17. Safety Check- Upon completion of any service or repair to this product, ask the service technician to perform safety checks to determine that the product is in proper operating condition.
18. Heat- The product should be situated away from heat sources such radiators, heat registers, stoves, or other product (including amplifiers) that produce heat.

COMPLIANCE INFORMATION
(DECLARATION OF CONFORMITY PROCEDURE)

Responsible Party: Arrive Systems, Inc.
Address: 6737 Katella Ave., Cypress CA 90630 USA
Telephone: +1-844-427-7483 (Toll Free)
Hour of operation: 9:00- 17:00
Type of Equipment: Arrive FacePoint 4182
Model Name: AFP-4182- EMP

This device complies with Part 15 of FCC Rules.
Operation is subject to the following conditions:

1) this device may not cause harmful interference, and
2) this device must accept any interference received the including the interference that may cause undesired operation.
See user manual instructions if interference to radio reception is suspected.

This Device complies with the requirements listed in FCC regularizations, Part 15 for Class "A" Digital devices. If you are using cardiac pacemaker, please note that this device can radiate radio frequency energy in the area near the product

FCC INFORMATION (for US customers)

1. **IMPORTANT NOTICE: DO NOT MODIFY THIS UNIT!**
   This product, when installed as indicated in the instructions contained in the manual, meets FCC requirements. Modifications not expressly approved by ARRIVE may void your authority granted by FCC to use the product.

2. **IMPORTANT:** When connecting this product to accessories and/or another product, use only high quality shielded cables. Cable/s supplied with this product MUST be used. Follow all installation instructions. Failure to follow instructions could void your FCC authorizations to use this product in the USA.

3. **NOTE:** This has been tested and found to comply with the requirements listed in FCC regulations, Part 15 for Class "A" digital devices. Compliance with these requirements provides a reasonable level assurance that your use of this product in a residential environment will not result in harmful interference with other electronic devices. This equipment generates/uses radio frequencies and, if not installed and used according to the instructions found in the user manual, may cause interference harmful to the operation of other electronic devices.

   Compliance with FCC regulations does not guarantee that the interference will not occur in all installations, If this product is found to be the source of interference ,which can be determined by turning the unit "OFF" and "ON", please try to eliminate the problem by using one of the following measures;

   Relocate either this product or the device that is being affected by the interference.

   Utilize power outlets that are on different branch (circuit breaker of fuse) circuits or install AC line filter/s.

   In the case of radio or TV interference, relocate/reorient the antenna. If the antenna lead-in is 300 ohm ribbon lead, change the lead-in to co-axial type cable.

   If these corrective measures do not produce satisfactory results, please contact the local retailer authorized to distribute this type of product. If you cannot locate the appropriate retailer, please contact Arrive Systems, Inc. Address: 6737 Katella Ave., Cypress CA 90630 USA

   The above statements apply ONLY to those products distributed by Arrive Systems, Inc.

FOR CANADIAN CUSTOMERS

This Class A digital apparatus complies with Canadian ICES-003.

CE Declaration of Conformity (For EU Customers)

We, Arrive Systems, Inc., declare under our sole responsibility that the Arrive component to which this declaration relates, is in conformity with General Emissions Standard EN50081-1 and with Generic Immunity Standard EN50082-1 1992.

CAUTION: READ THIS BEFORE OPERATING YOUR UNIT

1. To assure the finest performance, please read this manual carefully. Keep it in a safe place for future reference.

2. Install this unit in a well-ventilated, cool, dry, clean place away from direct sunlight, heat sources, vibration, dust, moisture, and/or cold.

3. Locate this unit away from other electrical appliances, motors, or transformers to avoid humming sounds.

4. Do not expose this unit to sudden temperature changes from cold or hot, and do not locate this unit on an environment with high humidity (i.e. a room with a humidifier) to prevent condensation inside this unit, and/or personal injury.

5. Avoid installing this unit where foreign object may fall onto this unit and/or this unit may be exposed to liquid dripping or splashing. On the top of this unit, do not place;
   -Other components, as they may cause damage and/or discoloration on the surface of this unit.
   -Burning objects (i.e. candles), as they may fall and liquid may cause electrical shock to the user and/or damage to this unit.
   -Containers with liquid in them, as they may fall and liquid may cause electrical shock to the user and/or damage to this unit.

6. Do not cover this unit with a newspaper, tablecloth, curtain, etc. in order not to obstruct heat radiation. If the temperature inside this unit rises, it may cause fire, damage to this unit, and/or personal injury.

7. Do not install this unit near mobile phones and/or televisions sets to prevent operation failure caused by electromagnetic waves and/or magnetism.

8. Install this unit in a stable place horizontally to prevent a fall and damage to this unit.

9. Keep your hands dry when connecting or disconnecting the cable to prevent an electric shock.

10. Do not use force in the cable. Doing so may cause a fire, electrical shock, damage to this unit, short circuit and/or disconnecting.

11. When not planning to use this unit for long periods of time, disconnect the cables and/or power sockets to prevent fire.

12. When disconnecting any cable, grasp the plug- do not pull the cable.

13. Do not clean this unit with chemical solvents; this might damage the finish. Use a clean or dry cloth.

14. Do not attempt to modify or fix this unit. Contact qualified ARRIVE service personnel when any service is needed.

15. Condensation will form when any surrounding temperature changes suddenly. Disconnect the cables from the PC, then leave this unit alone.

16. When using this unit for a long time, this unit may become warm. Disconnect the cables, then leave this unit alone for cooling.

17. To prevent damage by lightning, keep the cables disconnected during a lightning storm.

WARNING
TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE.

WARNING
THIS IS A CLASS A PRODUCT. THIS PRODUCT MAY CAUSE RADIO INTERFERENCE ON WHICH CASE THE USER MAY BE REQUIRED TO TAKE ADEQUATE MEASURES.

WARNING
TO PREVENT ELECTRIC SHOCK, ENSURE THAT YOU ARE USING MATCHING POWER PLUGS TO THE POWER SOCKET AND FULLY INSERT.

Information for users on collection and disposal of old equipment

This symbol on the products, packaging, and/or accompanying documents means that used electrical and electronic products should not be mixed with general household waste.

For proper treatment, recovery and recycling of old products, please take them to applicable collection points, in accordance with your national legislation and Directives 2002/96/EC.

By disposing of these products correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling.

For more information about collection and recycling of old products, please contact your local municipality, your waste disposal service or the point of sale where you purchased the items.

[For business users in the European Union]
If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

[Information on Disposal in other Countries outside the European Union]
This symbol is only valid in European Union, If you wish to discard these items, please contact your local authorities or dealer and ask for the correct methods of disposal.

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Arrive FacePoint® 4182

Setup Guide

Contents

1. Introduction

1.1 Document Scope

The purpose of the document is to guide the installation and set-up of the device and to ensure that the set-up environment is as per best practices.

Check for the latest information

Descriptions in this booklet are based on the currently available hardware/software versions (as of January 2014). For the latest information, please visit www.arrivesys.com

About abbreviations

In this manual, brand names may be described as the brands or abbreviated as follows.

- Arrive FacePoint 4182 EMP/AFP appliance/AFP-EMP: this unit

- Arrive ControlPoint/ ControlPoint control tablet : EMC

- Arrive Edgeless Media Server : EMS

- Microsoft® Windows®: Windows

- Microsoft® Windows®8:Windows 8

- Microsoft® Windows®7:Windows 7

- Microsoft® Lync™/MS Lync:Lync

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Product Overview

Arrive FacePoint 4182 codec processor appliance (AFP-4182-EMP), is a 1RU, Edgeless Media Processor (EMP). It enables, among several other applications, the Microsoft Lync™ client to be downloaded and run natively within the enhanced user interface application (Microsoft Lync™ client is customer provided). When connected to single or multiple displays, the Arrive FacePoint EMP is capable of providing collaboration display outputs. It provides USB 2.0 and USB 3.0 connectivity for Arrive and Lync certified devices and accessories such as cameras, microphones, keyboards, mouse and other tested devices that participate in creating a high quality of collaborative experience for in-room and remote connected participants.

The AFP-4182-EMP is one of the elements of a 3 parts that make up the whole of the Edgeless Media System. To function normally, this device needs to run within the ecosystem of Arrive Edgeless Media Server (EMS) which is centrally provisioned (provided separately) and the Arrive Edgeless Media ControlPoint (EMC) control tablet (provided separately).

Note: You will require an installed EMS and have the EMC provisoned tablet prior to enabling the functions of the EMP. It cannot operate otherwise.

Together with EMS and EMC, the EMP works concurrently to provide the Arrive FacePoint room solution advanced scheduling, control and resource management features of the EMS platform in tandem with extending the rich collaboration features of established collaboration platforms such as Lync to meeting and conference rooms, as a participant in Lync hosted meetings.

Arrive FacePoint room solution enhances employee productivity, empowers remote workers and reduces communication costs while enabling individuals, teams and communities to work together in a rich, integrated multimedia experience from the meeting room to anywhere, anyone and anytime connections.

2. Technical Specifications

The Arrive FacePoint® 4182 EMP is an EdgelessMedia Processor (EMP) all-in-one (AIO) collaboration appliance with HDMI capture, USB switching and 5-port serial control built in. It comes embedded with leading edge Arrive FacePoint Edition software application that provides seamless interaction with the Arrive EM Server and EM Control system in conjunction with the wired or wireless connected Arrive ControlPoint console tablet. With enhanced Microsoft® Lync™ 2013 client management capability , Cloud Integration (VDI ready) provided in a small form factor, and BYOD wireless media gateway with Apple® AirPlay compatibility, it is one among the family of most flexible and advanced collaboration appliances in the industry.

It comes in two versions, one with a Display port (ver.1) and one with a DVI port (ver. 2).

The Arrive FacePoint 4182 EMP will support the following functions as a single appliance:

Key Features

- The primary function of the 4182 EMP is to work as a full HD multi-party capable video conferencing codec using the powerful collaboration features of Microsoft Lync® 2013 and Lync® On-Line. The EMP supports both single and dual screen video conferencing scenarios as a single appliance.

- Based on its virtual application delivery via the EMServer, the 4182 EMP is able to support video collaboration using well known software platforms such as Cisco Webex, Cisco Jabber, Go-to-Meeting, Skype, Google Hangouts, BlueJeans and Zoom. Legacy H.323 video conferencing is also possible using third party H.323 desktop clients such as Polycom RP Desktop software etc.

- With its virtual desktop function, the 4182 EMP can perform the functions of an in-room PC and can run user selected and centrally published software applications including Microsoft Office productivity suite.

- Functions as the AV control processor with integrated RS-232/LAN control ports with dedicated support for VISCA cameras and other serially connected AV devices. The

EMServer and EMControl applications provide high ended device control and graphic control user-interfaces with Arrive's cloud based control.

- Functions as the wireless BYOD gateway to Apple® AirPlay compatible iOS devices such as iPad's and iPhones which connect seamlessly without requiring any client software downloads.

- Functions as the wired BYOD capture device with HDMi capture built-in.

- Functions as a Cloud Content Delivery platform by providing access to user selected storage locations such as OneDrive, DropBox, and shared drives.

- Functions as a USB 2:1 auto switch to enable internal and external USB connections to a touch interactive device such as interactive white boards,monitors, and display panels.

2.1 Panel Description of FacePoint 4182 EMP ver. 1:

Figure 1: Front Panel of FacePoint 4182 - ver.1
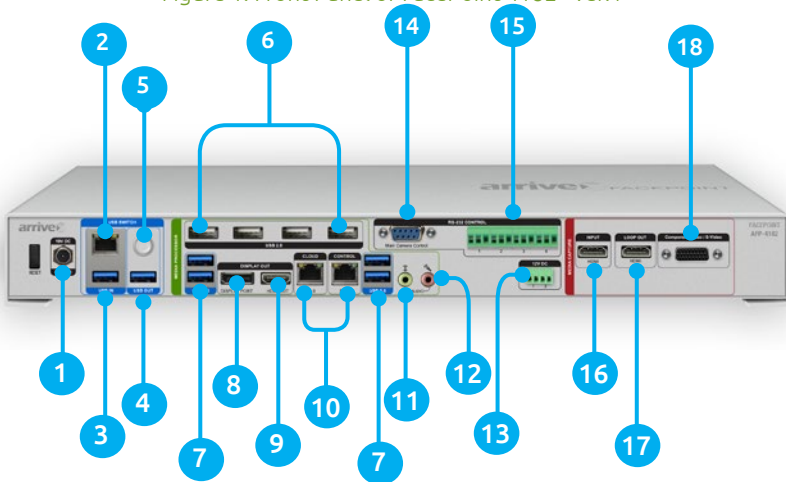
Figure 2: Rear Panel of FacePoint 4182 - ver.1

Part No	Name	Description
1	Power	19 V DC Input
USB Switch		
2	External Button Control	Allows input selection through external button Panel (Sold separately).
3	USB-In	To connect input sources like laptops.
4	USB-Out	To connect output devices like touch interactive displays
5	Select Button	To switch the output between the two inputs.
Media Processor		
6	4 X USB 2.0 Ports	To connect compatible devices
7	4 X USB 3.0 Ports	To connect compatible devices
8	1 X Display Port	Display Port (Output)
9	1 X HDMI Port	HDMI Port (Output)
10	2 X Network Switch	Ports for network extension
11	1 X Audio In	Audio Input
12	1 X Audio Out	Audio Output
13	12 V DC Output	To power Arrive Camera systems
RS 232 Control		
14	1 X DB9	For camera control
15	4 X Phoenix 3 pin	To control external devices using Arrive Control Point commands
Media Capture - Please note this version supports a fixed 1080i / 60 Hz input resolution. Inputs of other resolutions are not supported.		
16	1 X HDMI (Input)	To connect HDMI input
17	1 X HDMI (Loop Out)	HDMI Loop Out
18	1 X Breakout Port	To support S-Video, Component Video, Analog Audio using the supplied cable.

2.2 Panel Description of FacePoint 4182 EMP ver. 2
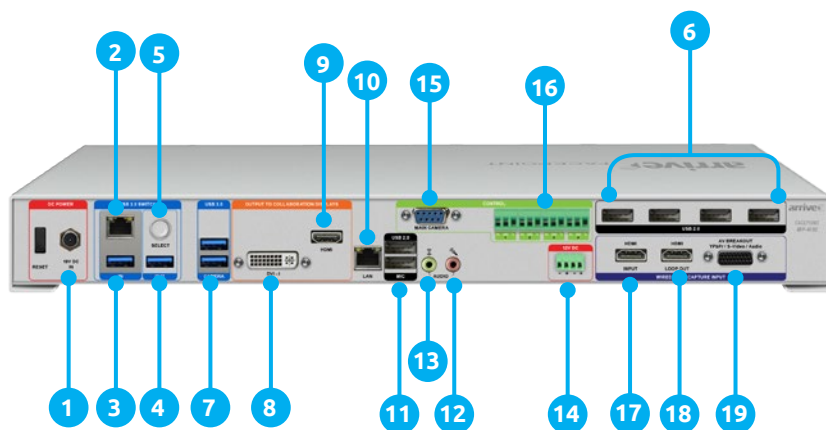

Figure 3: Front Panel of FacePoint 4182 - ver.2

Figure 4: Rear Panel of FacePoint 4182 - ver.2

Part No	Name	Description
1	Power	19 V DC Input
USB Switch		
2	External Button Control	Allows input selection through external button Panel (Sold separately).
3	USB-In	To connect input sources like laptops.
4	USB-Out	To connect output devices like interactive boards.
5	Select Button	To switch the output between the application and input connected to USB-In.

Media Processor		
6	4 X USB 2.0 Ports	To connect input devices
7	2 X USB 3.0 Ports	To connect input devices
8	1 X DVI-I Port	DVI-I Port (Output)
9	1 X HDMI Port	HDMI Port (Output)
10	1 X Network Switch	Ports for network extension
11	2 X USB 2.0 Ports	To connect microphones
12	1 X Audio In	Audio Input
13	1 X Audio Out	Audio Output
14	12 V DC Output	To power the cameras
RS 232 Control		
15	1 X DB9	For camera control
16	4 X Phoenix 3 pin	To control the device through an external device connected to this port.
Media Capture		
17	1 X HDMI (Input)	To connect HDMI input
18	1 X HDMI (Loop Out)	HDMI Loop Out
19	1 X Breakout Port	To support S-Video, Component Video, Analog Audio

Included Cables and Hardware

- 1 x 19V power adaptor and cable
- 2x EIA Rack mount ears

Installation requirements

- Requires Arrive EM Server software for scheduling and central management, MS Lync 2013 client for collaboration meetings
- Requires Arrive ControlPoint tablet or tablet software (for client provided tablet)

for control user interface

Operating requirements

Power requirements	Input - 100-240 V, 50-60 Hz 0.5a, Output - 19v 6A
Power consumption	70-120w
Operating temperature	5 to 30°C (23 - 86 °F)
Operating position	Vertical/Horizontal
Storage temperature	5-35°C (23 - 95 °F)
Operating humidity	10-55%

Product information

Model No	AFP-4182-EMP
Description	Arrive EMP- FacePoint® 4182 - Edgeless Media Processor
SKU#	AFP-4182-001-001

Dimensions and Operating environment

Dimensions (LxBxH in cms)	442.5 x 201 x 49 mm
Weight	3.3 kg
Operating Environment	-5 to 35 centigrade(23 - 95 °F)
Operating position:	Vertical / Horizontal
Control	RS232, IR, Remote, Button Panel
Power Consumption	Input - 100-240 V, 50-60 Hz 0.5a, Output - 19v 6A.

3. Connecting the device

The schematic below is a general reference for device connectivity.
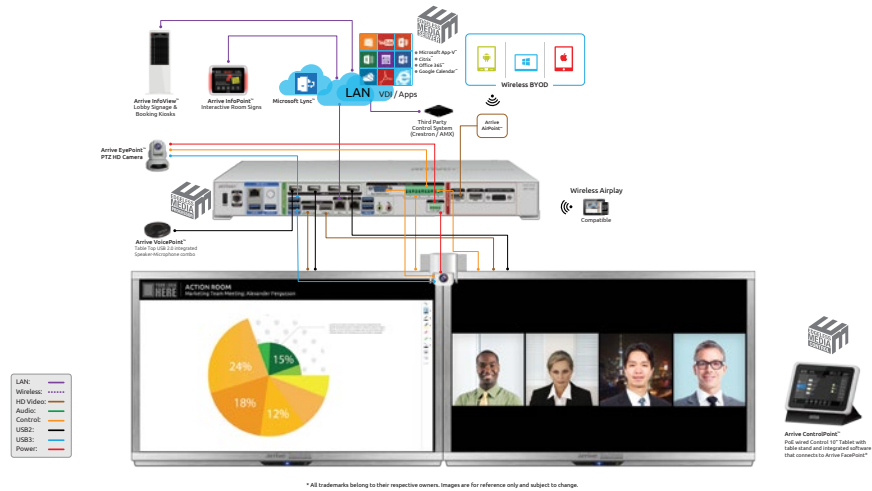
Figure 5: Sample Connectivity Schema for FacePoint 4182 - ver.1
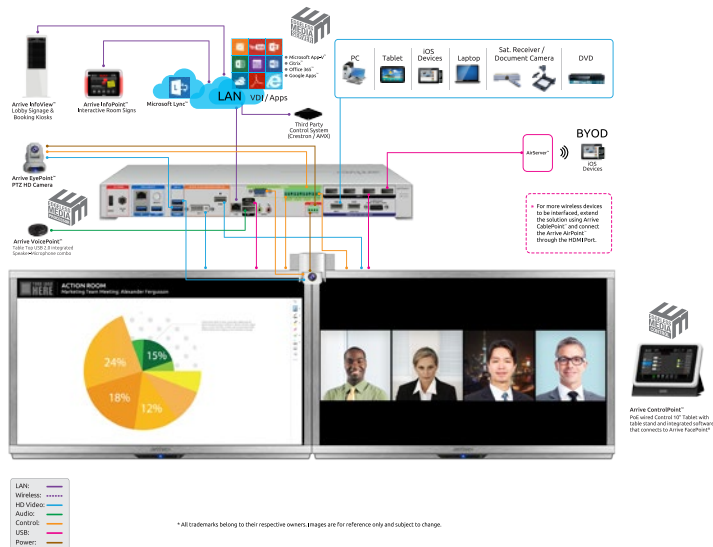
Figure 6: Sample Connectivity Schema for FacePoint 4182 - ver.2

Before you start:

- Check the version of your appliance.Ensure all hardware components are available. This includes a functional Arrive ControlPoint tablet device for controlling the EMP. Without a dedicated EMC device,the EMP will not function.

- USB Keyboard and mouse is available for administrator log-in

- Lync 2013 on-premise or Office 365 is fully deployed and it is functional.

- A test laptop is available to check the Lync functionality

- Lync 2013 client for installation is available along with activation details

- IP Address, DNS information is available

- Lync account is created on Lync server for the Room

- Arrive EM Server is installed and it is configured as per the deployment guide (EMS deployment Guide)

- Ensure that host entry for Arrive EM Server "Edgeless-Media" is created in the DNS pointing to the IP address of Arrive EM Server.

- Ensure that you have the ability to connect to the wireless and wired LAN to allow communication between EMS, EMP and EMC.

4. Administrator's guide for the AFP application

1. Connect a USB keyboard and mouse to the system.

2. Logoff from user mode (Ctrl+Alt+Del) and login to Administrator account

3. The factory default user name is : ADMINISTRATOR | Password : Admin

4. The following functions can be performed in Administrator login mode

Cetificate manager	To import the certificate
Internet Settings	To change Internet setting
Date and Time setting	To change Date and time as per the location
Network and sharing center	To configure Static IP-Address
Region and Language	To change Region and Language Settings
System Setting	To configure Arrive Face point on internal Domain
Windows Firewall	To configure Windows Firewall setting
O365 setting	Run this to configure Office 365 Lync Client
Restart button	Run this to restart the Arrive FP and login to user mode

4.1 MS Lync client installation

1. Login as Administrator

2. Install the Lync client based on the infrastructure available

3. On-premise - please refer to Mirosoft recommended steps

4. Office 365 - please refer to Microsoft recommended steps

Note: Please refer to deployment guide for MS Office Productivity Suite through Arrive EM Server or Microsoft best practices for enterprise deployment

If the Lync client for office – 365 is installed make sure you double click **"O365 – shortcut"** on Administrator Desktop

4.2 Certificate manager

18. If the certificate is from an internal certificate authority, make sure that it is imported to the Arrive EMP as shown below for Windows 7. (follow the recommended process as applicable to Windows 8 to achieve the same result)

19. To import the certificate doubleclick **Cerificate manager** icon shown on the Administrator eesktop
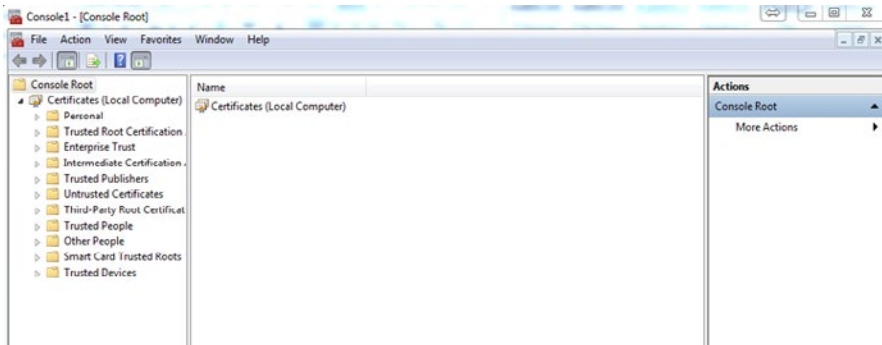
Figure 7: Opening Certificate manager on Arrive FP

20. Now import the Root-Certificate under the trusted root certificate authority as shown below.
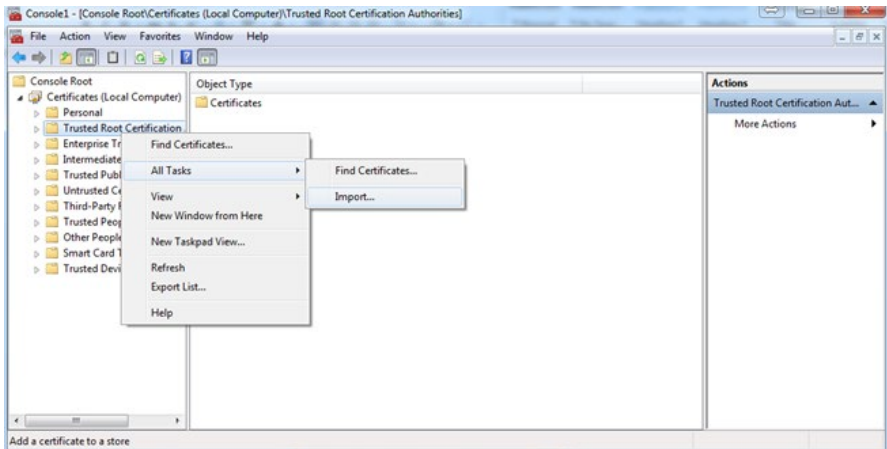
Figure 8: Completing importing of Root Certificate on Arrive FP

21. Import the Lync certificate under the personal container as shown below
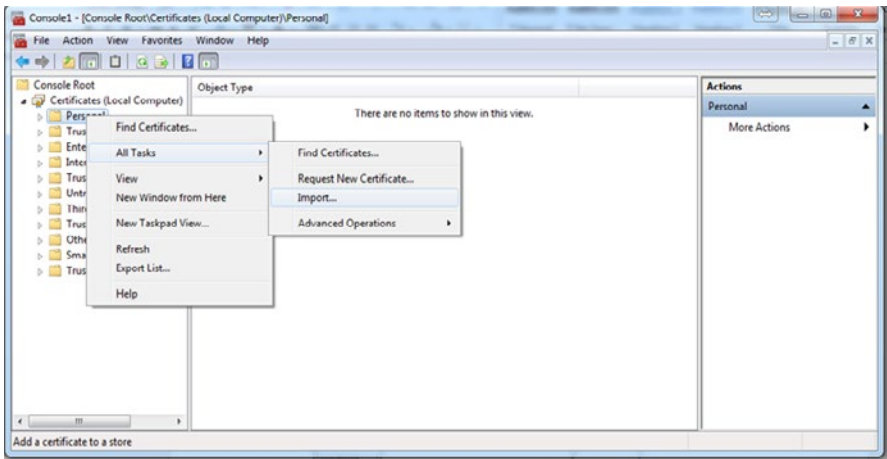
Figure 9: Importing Lync Server certificate on Arrive FP

4.3 Internet connection setting

22. Login as administrator

23. Open **internet setting** icon shown on desktop

24. Click on connection tab and then on LAN settings and provide appropriate information
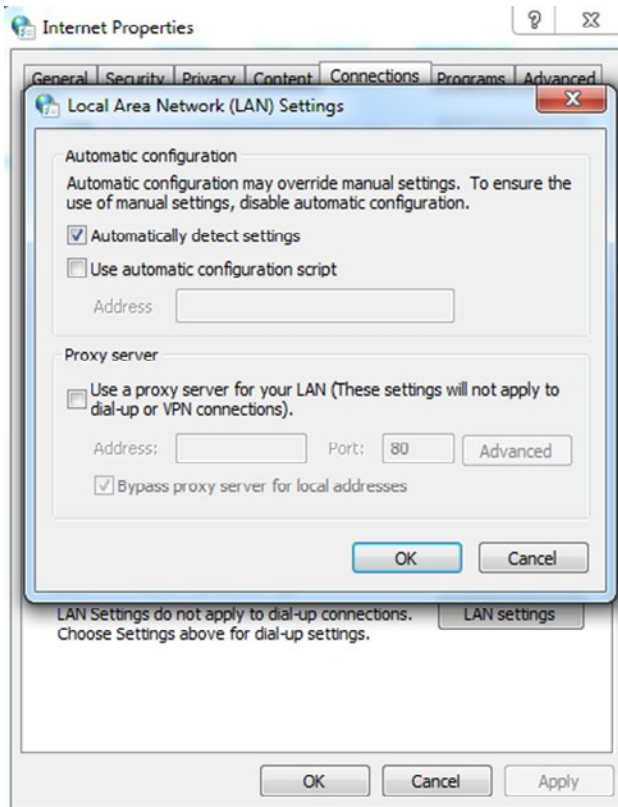
Figure 10: Change internet connection settings on Arrive FP

4.4 Date and Time setting

25. The default factory setting is UTC. Changing the time and location of the Windows OS in the EMP does not have any effect on the functioning of the EMP. So it is suggested to leave it on factory settings unless there is an internal policy requirement to do so.

26. The EMP is set for updates from the Internet Time (time.windows.com).

27. Login to the appliance using the Administrator account

28. Now open **date and time** icon shown on the desktop to set the time and timezone appropriate to your location
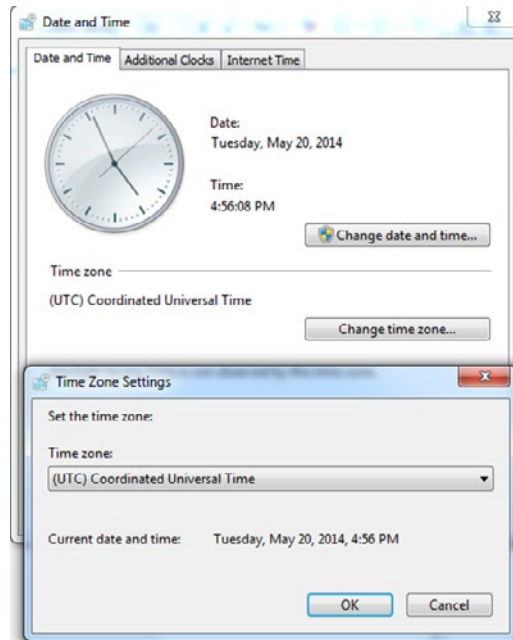
Figure 11: Change Date and Time configuration on Arrive FP

4.5 Arrive FP on-premise domain

29. Login as Administrator to the appliance

30. Open "**System Setting"** as shown on the desktop of Administrator

31. Join the appliance to your domain

Note: This appliance has been factory configured with special group policy, so it is recommended to move all Arrive devices and appliance to a unique OU with a default domain policy. Do not inherit any domain policies on the unique OU as it may affect the functionality.

5. Configuration and Use of the AFP EMP

5.1 Configuring the Arrive FacePoint EMP

Make sure all the connectivity is done as per instructions provided above.

1. Turn on the Arrive FacePoint appliance and accept the EULA to progress further.

Figure 12: Arrive FP display- initial Start-Up screen

Note: The wireless should have access to the network of the EM Server and Arrive FacePoint.

Start-up ControlPoint application will show the following screen at the initial stage on the Arrive ControlPoint console tablet display:
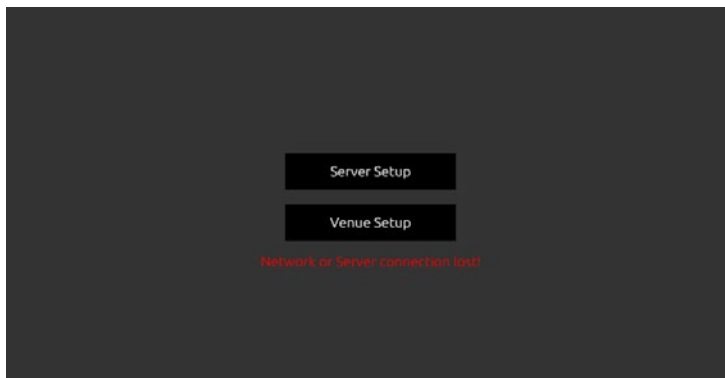
Figure 13: Control Point application display view on first launch

2. Note the IP address shown on the start-up screen

3. Turn on the EM ControlPoint (EMC) control console application.

4. The EMC will attempt to automatically locate the hostname "Edgeless-Media". If the DNS is resolved, it will automatically show the venue configuration screen. If for some reason the DNS is un-resolved, you will need to enter the EM Server IP address manually when prompted as follows.

5. Click on server setup and enter the EMS server IP address and press connect
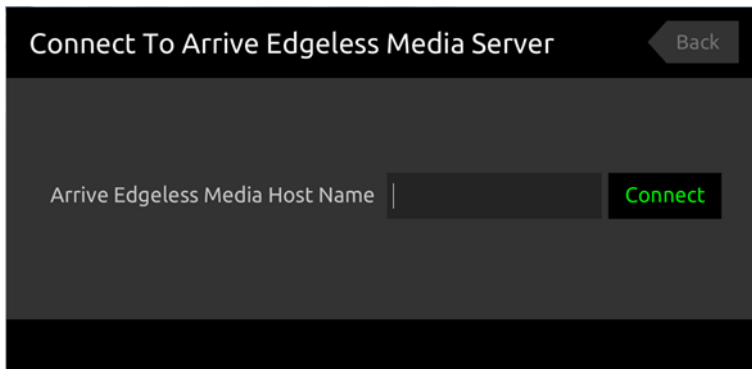
Figure 14: ControlPoint application configuration screen to enable connection to the EM Server

6. After successful connection to the EM Server, configure venue setup as per step 3. Click change Venue to select the appropriate room
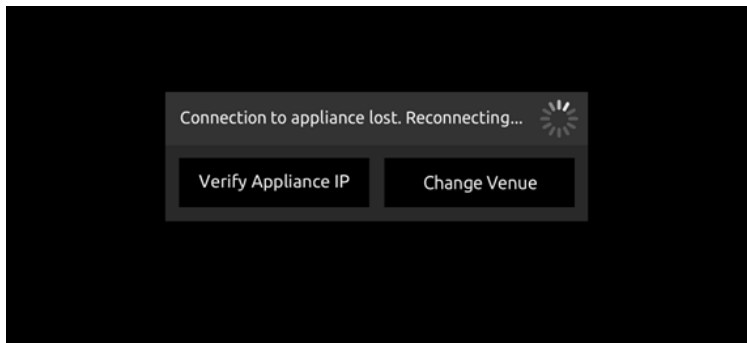

Figure 15: Configuring Rooms on ControlPoint

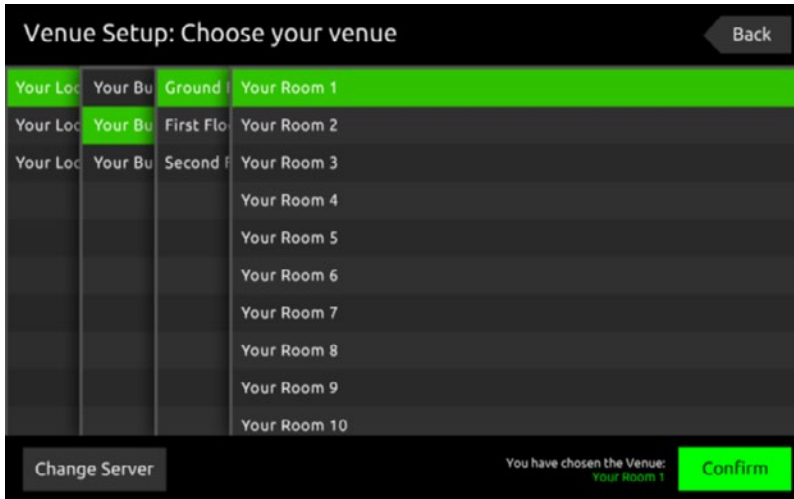7. On the EMC screen, select the venue as shown below

Figure 16: Completing room configuration on ControlPoint

5.2 Pairing the AFP EMP with the ACP tablet

8. Click on Verify Appliance IP (Insert the IP address of the EMP which you noted down at the start of this configuration)
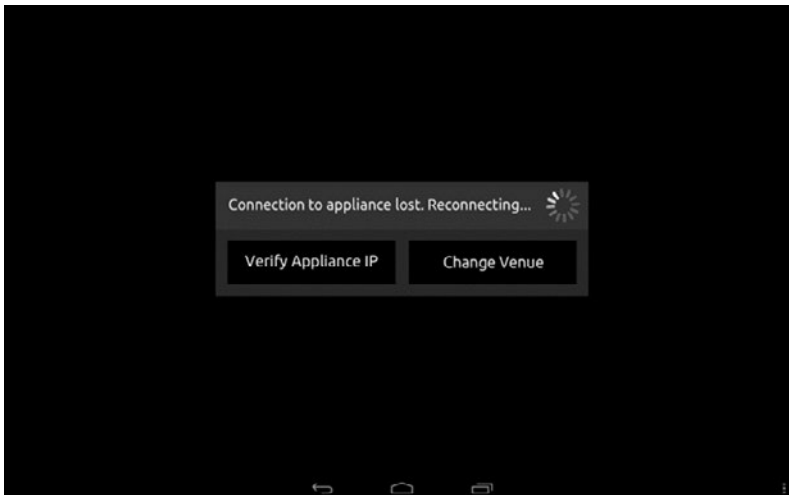
Figure 17: Configuring appliance IP on ControlPoint application

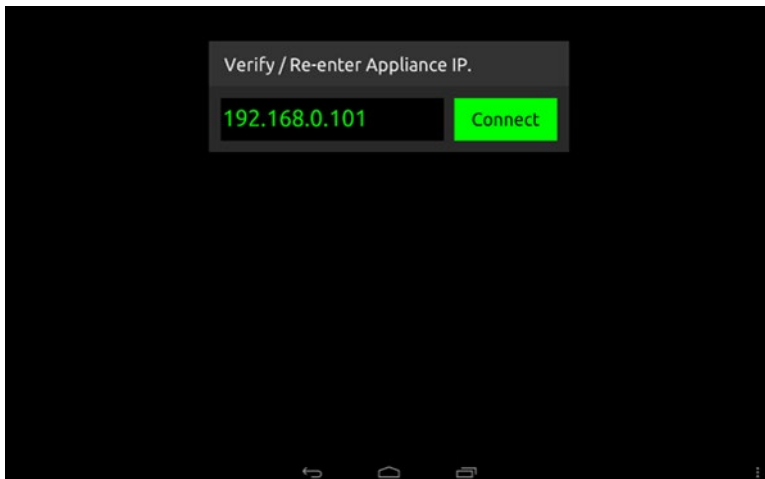9. Type the IP as shown below using the touch keyboard that pops up.

Figure 18: Completing IP configuration of AFP EMP on ControlPoint application

Note: Arrive EMC comes with trial activation which needs to be activated from EM Server. To activate license refer to EMS user guide

6. Restoring to Factory Default

In case you ever need to restore the device to its factory default settings due to malfunctioning, data corruption or inadvertent deletion of core application files that result in a malfunction, you may follow the steps given below :

1. Power-off the system.

2. Connect aa USB keyboard and mouse to the compatible ports.

3. Restart the EMP and continuously press the F8 key on the keyboard till the system displays "Advance Boot Options".
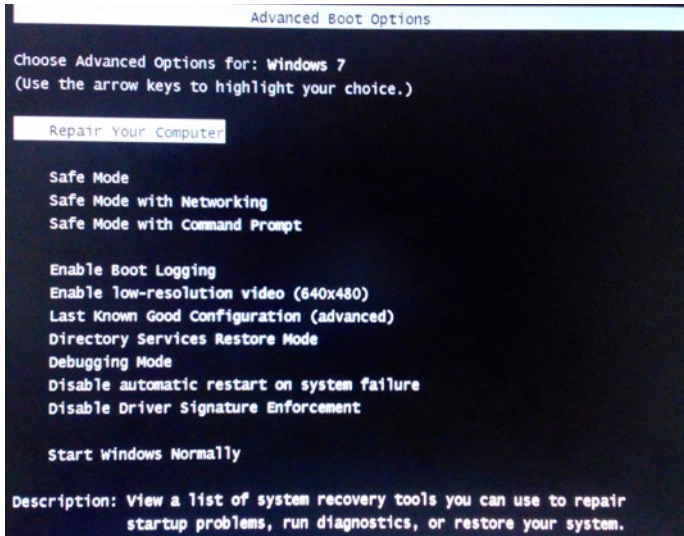
Figure 19: System displaying advanced boot menu options for restore

4. Select the "Repair your computer" option.

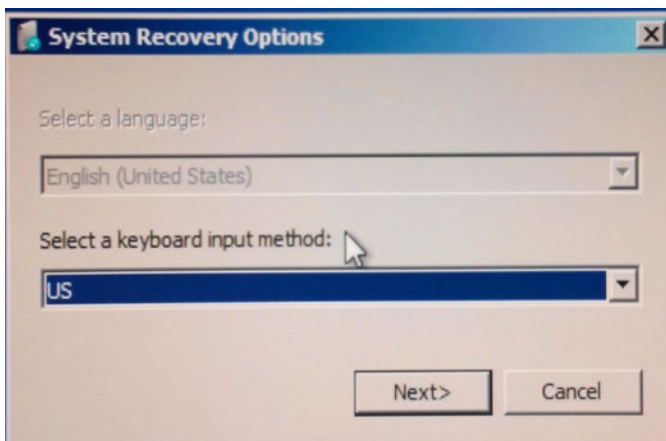5. The EMP will display the System Recovery Option. Click Next.

Figure 20: First screen showing system recovery option
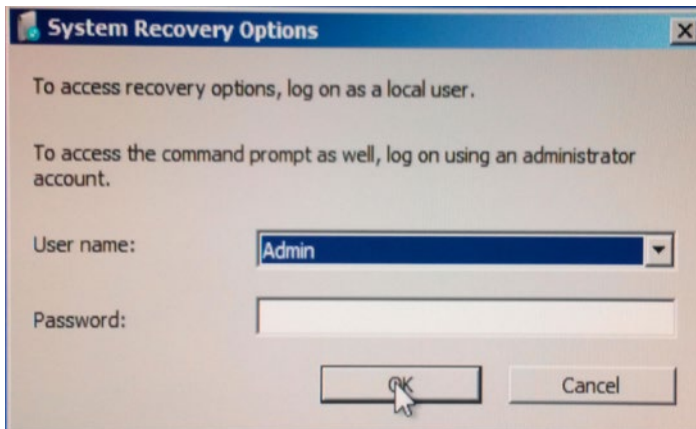
6. Enter the Administrator password.

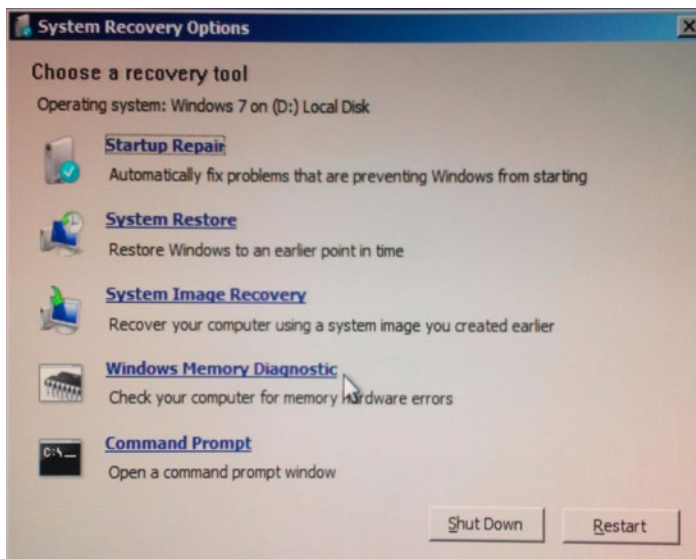7. Then click on System Image Recovery.

Figure 22: Select the option displaying system image recovery

8. Select the "system image displayed" and press next.

The system will restore and reboot the appliance to the factory default image.
To re-configure the device, follow the steps from the beginning of this guide.

Arrive CarePoint Foundation Software Support Services

Support Coverage and Additional Resources

Customers are our top priority and the lifeline of our organization. We consistently operate with our customers' best interests in mind and offer professional assistance - through online self-service options, world-class phone support, and a network of business partners, certified consultants, and authorized training centers.

ARRIVE Support and Services teams deliver an innovative advisory approach to help ARRIVE customers better utilize and derive more value from ARRIVE solutions. In addition to answering questions and resolving technical concerns, ARRIVE proactively offers valuable advice on using ARRIVE solutions to their fullest potential- helping customers realize a higher return on investment by:

- Gaining greater insight into business activities.

- Operating business more effectively by maximizing the capabilities of ARRIVE solutions to improve business processes.

- Improving business efficiency by leveraging ARRIVE solutions to reduce the time, resources, effort, and cost of operations.

Arrive CarePoint provides customers with access to a variety of valuable services, such as:

- Optimizing the effectiveness and efficiency of ARRIVE solutions to achieve business results.

- Troubleshooting or resolving technical and non-technical issues that may be encountered during ARRIVE software installation or use.

- Identifying and recommending where additional product training would be of value.

- Determining the need and referring appropriate resource(s) to assist with non-Arrive issues.

The first year of Software Support and Maintenance is required with your initial purchase. Subsequent years of Support and Maintenance may be renewed yearly. Customers who have not purchased or do not have a current support CarePoint plan in place will not be able receive the full benefits of Arrive's CarePoint support and maintenance services.

With up to date Software Maintenance coverage you will receive personal, written (email) or verbal (by phone) answers to all technical questions. Responses to most inquiries are usually received in the same business day, often within minutes to an hour of receipt. Answers come directly from an experienced ARRIVE technical support specialist, involving members of our software development team whenever necessary. Support inquiries may include requests for help with any aspect of the software's implementation: installation, configuration, testing, troubleshooting. You may also request help to meet unique requirements, specific to your own implementation.

When new versions become available, software upgrades are free to all customers with current CarePoint Foundation Maintenance coverage. Customers with current maintenance coverage may purchase additional software and device licenses without having to repurchase the original installation.

Through ongoing interaction with end users, our software is always improving and enhancing it's functionality. If existing functionality does not meet your requirements, you may make a request for enhancements or feature upgrades. ARRIVE Technical Support will work directly with you and our Development team to understand your requirement and determine if an enhancement can be made available. Whenever possible, requested feature enhancements are developed and released as part of the continuous improvement plan phased out releases and you can be assured that new features will be available in the next released version.

Technical Support is available in two time zones - PST Monday - Friday, 9:00am - 5:00pm (excluding some holidays) and GMT+4.00 Sunday - Thursday, 9:00 am - 5:00 pm. Please allow up to 24 hours for response, though most inquiries are responded to same business day and often within minutes of receipt.

To make a technical support request, please contact ARRIVE Technical Support (netsupport@arrivesys.com).

Additional Resources

Our goal is to ensure that our customers receive exceptional service from the best resource available to answer questions quickly and accurately. We work to resolve our customers' product-specific questions and concerns however, when customers are experiencing issues outside the scope of ARRIVE products, we will refer customers to the appropriate resource who is best equipped to assist with those issues. These resources may be the customer's internal personnel, an ARRIVE-authorized business partner, a certified consultant, or a third-party provider. ARRIVE Professional Services and

![arrive EDGELESS MEDIA]

ARRIVE Academy teams also offer a wide variety of services.

Topics that are not covered under an Arrive CarePoint program, where an ARRIVE Customer Support team member will proactively provide the most appropriate alternative resource, include:

Training-ARRIVE Academy is the best resource for training, offering classroom training, real-time Learning, custom training, self-study guides, and an annual customer conference. Visit Arrive Academy to search and register for courses and products, monitor your learning progress through training tracks, and join online communities with product experts and other customers.

- Performing software, product, application, or job-related activities, such as software installation, data entry, creating reports, etc.*
- Assisting with third-party software (installation, training, trouble-shooting, integration, etc.).
- Providing organization-specific consulting or consulting advice.
- Repairing data or database issues caused by user error or third-party software.

Please refer to the following Support Coverage charts for additional information and resources. For additional questions, please contact ARRIVE Customer Care at netsupport@arrivesys.com.

*Please note that references in this document to third-party software, products or applications, does not encompass all third-party software, products and applications that ARRIVE provides (directly or through an authorized ARRIVE Business Partner) as part of a customer's solution.

Arrive CarePoint Support Coverage - Care Plans

Category	CarePoint Service Coverage	Outside of CarePoint Service Coverage	Additional Resources
Installation and Upgrades	• Clarification of any installation or upgrade steps. • troubleshooting problems encountered during installation and upgrades. • ARRIVE core product installation. • Automatic upgrades for non-customized environments.	• Step-by-step installation assistance. • Local (on-site) or remote (via Terminal Services, GoToAssist, etc.) installation services. • Consulting services to install or resolve non-Arrive installation issues specific to your organization's technical environment.	• Your Arrive-authorized Business Partner. • Arrive Professional Services. • Your own IT staff.
Setup, Configuration and Data Conversion	• Clarification of what out-of-the-box fields and tables mean and how they are used. • Troubleshooting problems encountered during ARRIVE setup and configuration. • Recommendations on usage of ARRIVE products in your organization.	• Consulting services, such as gaining an in-depth understanding of your organization's needs and customizing your configuration to meet those needs. • Configuring third-party applications. • Creating or troubleshooting customizations (i.e. HTML, SQL scripts and triggers, etc.). • Training.	• Your ARRIVE-authorized Business Partner. • ARRIVE Professional Services. • ARRIVE Products and Solutions. • ARRIVE Training. • Your own IT staff.

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Data Entry/ Product Operations	• Guidance on how to fix problems created by incorrect data entry through the ARRIVE product interface. • Clarification of what out-of-the-box fields mean or processes you may find confusing. • Troubleshooting problems encountered with data entry or product operations. • Troubleshooting ARRIVE product-related errors and messages.	• Analyzing your individual data entries. • Advice regarding how to configure the system for your environment • Training • Assistance with data entry or manipulation outside the ARRIVE product interface.	• Your ARRIVE-authorized Business Partner. • Professional Services. • ARRIVE Training. • Your own IT staff.
Import/Export	• Guidance on proper format for importing data into your ARRIVE product. • Troubleshooting errors encountered when using ARRIVE data import and export tools.	• Exporting data from third-party software or validating/formatting it for you, so that it can be imported into your ARRIVE product. • Creating your data definition files or mappings for data import. • Importing data into a third-party product. • Usage and configuration questions on third-party products. • Training.	• Your ARRIVE-authorized Business Partner. • ARRIVE Professional Services. • ARRIVE Training. • The third-party software publisher.
Reporting and Groups	• Clarification of what various reporting options mean. • Troubleshooting problems encountered when setting up or running out-of-the-box reports.	• Creating or designing reports or groups for you. • Troubleshooting problems encountered with customized reports or groups, third-party reporting programs or tools (formatting formulas, parameters, etc.). • Assistance connecting your ARRIVE data to third-party reporting tools. • Training on use of third-party products.	• Your ARRIVE-authorized Business Partner. • ARRIVE Professional Services. • ARRIVE Training. • The third-party software publisher. • Your own IT staff.

Hardware, Operating Systems (OS), Database Platforms, Internet Information Server (IIS), Browsers, etc.	• Clarification of system recommendations and requirements. • Guidance on specific configuration settings required by your ARRIVE product. • Assistance with management and monitoring of servers, database platforms, IIS and other server-side components	• Installation. • Configuring vendor systems (desktop operating systems, Microsoft Server and/or SQL Server, IIS, SMTP, remote services, etc.). • Troubleshooting stability, performance or other problems. • Troubleshooting operating system issues-firewall, antivirus, permissions, etc. • Troubleshooting, installation, or configuration of your virtual environment (Citrix, HyperV, etc.). • Assistance with installation or set up of email browsers, etc. • Assistance with printer connectivity or configuration. • Training.	• Your own IT staff. • Your ARRIVE-authorized Business Partner. • ARRIVE Professional Services. • Your hardware, OS, database, IIS, or browser vendor.
Network Connectivity	• Troubleshooting connectivity issues within your ARRIVE product when your supported network infrastructure is otherwise working. • Troubleshooting connectivity to ARRIVE Server environment.	• Troubleshooting internet connectivity. • Troubleshooting other connectivity issues that exist outside of your ARRIVE product. • Assistance with unsupported networks. • Installation, troubleshooting or configuration of network(WAN/LAN) security/cards/cabling/hardware/software. • Training.	• Your own IT staff. • Your Internet Service Provider (ISP). • Your ARRIVE-authorized Business Partner. • ARRIVE Professional Services. • Your external vendor.
Performance	• Troubleshooting ARRIVE performance-related issues. • Clarification and guidance on performance-related configuration settings required by your ARRIVE product.	• Configuring and troubleshooting vendor systems (desktop operations systems, Microsoft Server and/or SQL Server, IIS, SMTP, firewall, antivirus, security, remote services, etc.). • Troubleshooting stability, performance or other problems with hardware, operating systems (OS), database platforms, Internet Information Server (IIS), browsers, etc.	• Your own IT staff. • Your Internet Service Provider (ISP). • Your ARRIVE-authorized Business Partner. • ARRIVE Professional Services. • ARRIVE Community. • Your external vendor.

Hardware Warranty Information

Please visit Arrive CarePoint for updated information on warranty for computing equipment

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